

Appendix B-3A: Milwaukee W-2 Employment Agencies 2011-2012 Secondary Performance Standards

Wisconsin Works (W-2) and Related Programs Contract For the period January 1, 2011 through December 31, 2012

All W-2 Contract Agencies are expected to provide high quality services that result in positive outcomes for the family receiving W-2. The Secondary Performance Standards are mainly comprised of process measures that, if met, should lead to positive outcomes in the Required Performance Standards.

The attached chart shows the Secondary Performance Standards for the W-2 Employment Agencies (WEAs) which will be measured yearly for the period of January 1, 2011, through December 31, 2012. WEAs are agencies that are in Milwaukee County and provide the full range of on-going case management services, employment, education and training and job search activities.

The Secondary Performance Standards use a rating scale which classifies W-2 Contract Agency performance into the following categories: exceed, satisfactory, needs improvement, and fail. Agencies are expected to meet the benchmarks indicated in the “exceed” and “satisfactory” levels on an annual basis.

Secondary Performance Standards are used as a monitoring tool for Contract Managers.

Performance Standard Time Frames

Performance Standards are measured according to the following time frame:

- Year-to-Date is cumulative beginning in January and ending at the end of the calendar year.

Worker Error Adjustment

The adjustment process is not applicable to the Secondary Performance Standards.

Risk Protection Adjustment

The risk protection adjustment process is not applicable to the Secondary Performance Standards.

Master Scale

The master scale is not applicable in the Secondary Performance Standards. These standards will not be used to determine if an agency is awarded additional points in an agency's 2013 W-2 proposal.

**Appendix B-3A: Milwaukee W-2 Employment Agencies
2011-2012 Secondary Performance Standards**

| Performance Standard | 2011-2012 Performance Measure | Measurement Scale |
|--|--|---|
| Retention Year-to-Date | <p>Retention measures the percentage of all unduplicated individuals who have an Entered Employment and remain employed for 2 months after the employment begin month.</p> <p><u>Numerator</u> All unduplicated individuals who have earnings recorded on the employment page in CARES Worker Web (CWW) that are equal to or greater than \$1 a month in each of the 2 months following the month of the Entered Employment.</p> <p><u>Denominator</u> All unduplicated individuals who have an Entered Employment recorded on WPEH in CARES that is expected to last 30 days or more.</p> | <p>There is no benchmark for the retention measure at this time.</p> <p>DCF will use the data collected in this standard to establish a benchmark for future contracts.</p> |
| Wage At Employment Year-to-Date | <p>Wage at Employment measures the percentage of all Entered Employment starting wages against the established average wage rate for the Contract Agency. Established wage rate will be determined using 2009 wage data.</p> <p>Milwaukee County's Wage At Employment benchmark is \$9.06 per hour.</p> <p><u>Numerator</u> All unduplicated individuals who have a starting wage from an Entered Employment that is equal to or greater than the average wage of the Contract Agency.</p> <p><u>Denominator</u> All unduplicated individuals who have an Entered Employment.</p> | <p>Wage At Employment</p> <p>Exceed = 60% or higher</p> <p>Satisfactory = 50% to 59%</p> <p>Needs Improvement = 40% to 49%</p> <p>Fail or Zero Cases = Below 40%</p> |